



AirNewZ

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Kia Ora CCRA INTERNATIONAL GROUP (USA),

Industrial Strike Action by Widebody Cabin Crew on February 12th and 13th 2026

Air New Zealand wishes to advise we have been in discussions with the unions representing our widebody cabin crew on a pathway forward and the parties have now agreed to undertake facilitated bargaining. The unions have also limited the strike action to two days, to take place on **Thursday, February 12th and Friday, February 13th, 2026.**

While there will be some cancellations on our long-haul network, we are working to prevent cancellations across our Tasman and Pacific network, through schedule adjustments and increased flying of our narrowbody aircraft. Our regional and domestic networks will operate as normal.

Our schedule will be updated to reflect the strike, with these schedule changes being **progressively** rolled out to the GDS starting from **tomorrow, Wednesday, February 4th, 2026**, with PNRs updated with a UN/TK status. Please note, while we are updating our schedule some flights may be restricted for sale.

What You Need to Know

- **Action Required:** Please check your queues regularly for affected bookings. Contact your customers to review their travel options and make any necessary booking adjustments.
- **Ticketing Information:** If all sectors are on Air New Zealand and 086 ticket stock, once the customer has been informed of and accepts the schedule change, and the booking is updated to HK status, e-tickets will revalidate automatically. However, internal systems and documents will need to be updated as usual.
- **Flexibility for Customers:** Customers have flexibility as per our [Schedule Change policy](#). As these changes are considered controllable disruptions, customers are entitled to a full refund if a flight is cancelled, and they choose not to accept an alternative, or if no suitable option is available.
- **Refund:** Customers with flights affected by the strike, who no longer wish to travel may opt for a full refund, regardless of the fare rules.
- **Accommodation:** Should accommodation be required, email your dedicated support team to arrange bookings. Alternatively, customers may claim back their expenses within the [Customer Reimbursement Guidelines](#).

The following must be entered into all schedule changes

- No approval is required when booking out of class an OSI should reflect the change i.e. **OSINZ booked out of class due SC on NZ*** (affected flight number)**
- Where a ticket reissue is required the endorsement box should clearly state the reason, for the even exchange reissue, e.g. **"SKCHG NZ***(affected flight number)**

Important Reminder

- **Flights to/from the US:** Customers must be informed of their eligibility for a full refund if their departure or arrival time is delayed by six or more hours, their flight is cancelled, or if they are downgraded to a lower cabin class and opt not to travel.
- **Flights to/from Canada:** Customers are eligible for a full refund, where they choose not to travel and cancel their tickets.

Reminder when rebooking on other Airlines

- Always prioritize rebooking within the fare rules or on Star Alliance partners. If no suitable options exist, rebooking on other airlines outside the fare routing is acceptable where a customer may be disrupted for more than one day.

Please ensure customers have signed up for our Travel Alerts and that their contact details are up to date in their booking (via the CTC SSR) and their Airpoints account.

Sales Support North America

Our dedicated North American sales support team can assist agencies with inquiries for any ticket related matters. Phone and email operating hours are from 9:00am to 5:00pm PT, Mon - Fri.

Contact: SalesSupportNA@airnz.com

USA Agency Sales Support: 1-800-494-1033
CANADA Agency Sales Support: 1-833-611-4234

A STAR ALLIANCE MEMBER 

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